

Is the eHealth Portal Right for Your Practice?

The eHealth Services for Physiotherapists Portal (eHealth Portal) is a web-based application that is available for practices who provide physiotherapy and athletic therapy to submit reports and invoices to the WCB.

Benefits to the physiotherapy and athletic therapy providers that use the eHealth Portal include:

- ✓ Faster payment processing
- ✓ Automatic billing when reports are submitted
- ✓ Access to better and more timely payment information

Think you're interested in participating? Great!

We have learned from our current users that clinics should consider the following advice before deciding to register to use the eHealth Portal:

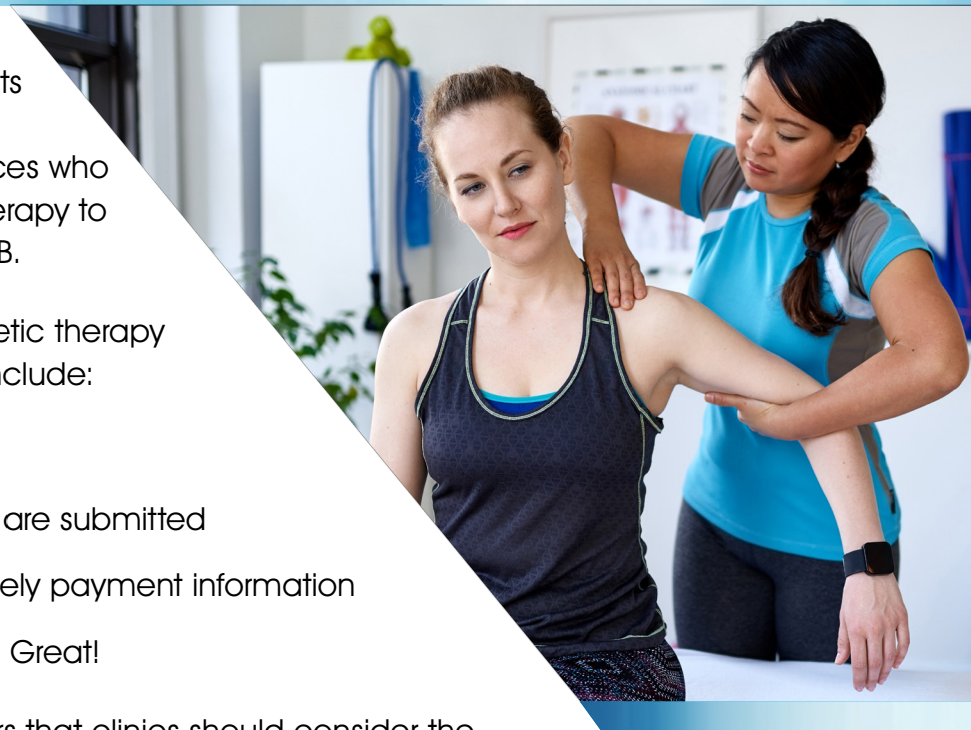
⇒ **Select individual(s) at your practice as your WCB eHealth Portal Administrator(s).**

Administrators will have the authority to authorize and oversee user access for your organization (e.g., an owner or manager of the organization), acting as the primary liaisons between the clinic and the WCB with regards to the eHealth Portal.

⇒ **Ensure your practice and all your therapists are technologically ready.**

It is recommended users access the eHealth Portal from a PC with Windows, using Microsoft Internet Explorer or Google Chrome. The number of PC's required will depend on the number of users at a practice.

Treating therapists need to complete and submit their electronic reports to the WCB. In lieu of a physical signature on the reports, the submitter acknowledges they agree with the content in the report, and their unique user ID appears on the report as well.



⇒ **Make sure each user has a unique email address.**

This is how they will be given access to the eHealth Portal, and how we will ensure each User (clinic owner, administrator/office manager, therapist, billing person, etc.) gets the appropriate capabilities within the application. If they do not have unique email addresses already, they will need to be created in order to register.

⇒ **Be prepared to check the eHealth Portal every day.**

Once you switch to the eHealth Portal, all requests for reports will be delivered electronically via the eHealth Portal. You will need to log-in to the eHealth Portal daily to see if any report requests have been made. Your clinic will no longer receive reports by fax or mail.

⇒ **Advise workers before treatment they should report their claim to the WCB.**

A valid WCB claim number is required to submit invoices and reports via the eHealth Portal. The worker can provide it to you, or you can find an established WCB claim number on the eHealth Portal.

If a claim has not been initiated, the worker should contact the WCB to report the claim, ideally before the initial visit. They can do this over the phone by calling our Claims Service Centre at 204-954-4321 (toll free 1-855-954-4321).

⇒ **Invoice the WCB as close to the time of the visit as possible.**

Batching and submitting invoices on a bi-monthly, or monthly basis will impact the processing time of payment requests which could result in a delayed payment.

⇒ **Be prepared to use the eHealth Portal for all reporting and billing.**

Once registered for eHealth Portal use, most reports, invoices and expenses will be submitted online, and submitting items manually will be limited to a few exceptional circumstances. The eHealth Portal is so easy to use, you'll prefer it!

Ready to register? Simply complete the [eHealth Services Registration Form](#), then submit it by email to ServiceDesk@wcb.mb.ca.

Who can I contact for more information about the eHealth Portal?

For more information contact the WCB Service Desk by email at ServiceDesk@wcb.mb.ca or by phone at 204-954-4321 ext. 4573 (toll free 1-855-954-4321 ext. 4573) Monday to Friday, 8:00 am to 7:00 pm.

